



# **The Florida House of Representatives**

## **Jobs & Entrepreneurship Council**

**Marco Rubio**  
Speaker

**Ron Reagan**  
Chair

## **ACTION PACKET**

### **JOBS & ENTREPRENEURSHIP COUNCIL**

**FEBRUARY 15, 2007**

**9:00 a.m. – 4:00 p.m.**

**Morris Hall**

## COUNCIL MEETING REPORT

### Jobs & Entrepreneurship Council

2/15/2007 9:00:00AM

**Location:** Morris Hall (17 HOB)

**Attendance:**

	<i>Present</i>	<i>Absent</i>	<i>Excused</i>
Ron Reagan (Chair)	X		
Ronald Brisé	X		
Donald Brown	X		
Jennifer Carroll	X		
Charles Chestnut	X		
Terry Fields	X		
Wilbert Holloway			X
Carlos Lopez-Cantera	X		
Dave Murzin			X
Ralph Poppell	X		
Stephen Precourt	X		
Curtis Richardson	X		
Garrett Richter	X		
Anthony Traviesa			X
Will Weatherford	X		
<b>Totals:</b>	<b>12</b>	<b>0</b>	<b>3</b>

Committee meeting was reported out: Thursday, February 15, 2007 4:34:50PM

# **COUNCIL MEETING REPORT**

## **Jobs & Entrepreneurship Council**

**2/15/2007 9:00:00AM**

**Location:** Morris Hall (17 HOB)

### **Other Business Appearance:**

Doug Darling, Director, Accounting and Auditing (State Employee) - Information Only  
Department of Financial Services  
200 E. Gaines St.  
Tallahassee FL 32399

Auditor General Report 2007-90  
Kathryn Walker, Audit Manager (State Employee) - Information Only  
Auditor General's Office  
111 West Madison St.  
Tallahassee FL 32301  
Phone: 487-9085

Auditor General's Audits  
Alex Hager, Deputy Commissioner (Lobbyist) (State Employee) - Information Only  
Office of Financial Regulation  
200 E. Gaines St.  
Tallahassee FL 32399  
Phone: 410-9517

Dept. of Business and Professional Regulation  
Holly Benson, Secretary (Lobbyist) (State Employee) - Information Only  
1940 N. Monroe Street  
Tallahassee FL 32399  
Phone: 413-0755

DFS Budget presentations  
Diana Flagg, Director (State Employee) - Information Only  
Division of Administration  
200 E. Gaines St.  
Tallahassee FL

Fraud  
Eric W. Miller (State Employee) - Information Only  
Deputy Chief Financial Officer  
200 E. Gaines St.  
Tallahassee FL 32399  
Phone: 413-2920

Implementation of Slot Machines  
David Roberts, Dir. (State Employee) - Information Only  
Division of Pari-Mutuel Wagering  
Tallahassee FL 32399  
Phone: 488-9130

My Safe Florida Home Program  
Tami Torres, Special Programs Administrator (State Employee) (At Request Of Chair) - Information Only  
Department of Financial Services  
200 E. Gaines St.  
Tallahassee FL 32399  
Phone: 413-2846

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## **COUNCIL MEETING REPORT**

### **Jobs & Entrepreneurship Council**

**2/15/2007 9:00:00AM**

**Location:** Morris Hall (17 HOB)

OFR-IG/Internal Audit Function

Dorothy Gilbert (State Employee) (At Request Of Chair) - Information Only

Auditor General's Office

111 West Madison St.

Tallahassee FL 32304

Phone: 488-5444

Overview of the Dept. of Financial Services

Jim Cassidy, Chief of Staff (State Employee) - Information Only

Dept. of Financial Services

200 E. Gaines St.

Tallahassee FL 32399

Phone: 413-4900

Unlicensed Activity - Budget Workshop

Mark Reddinger (State Employee) - Information Only

Deputy Division Director

Department of Business and Professional Regulation

Tallahassee FL 32399

Update - Bureau of Elevator Safety

Bill L. Veach, Director (State Employee) - Information Only

Hotels & Restaurants, DBPR

1940 Monroe St.

Tallahassee FL 32312

Phone: 410-2491

**Committee meeting was reported out: Thursday, February 15, 2007 4:34:50PM**

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**COUNCIL MEETING REPORT**  
**Jobs & Entrepreneurship Council**  
**2/15/2007 9:00:00AM**

**Location:** Morris Hall (17 HOB)

**Summary:** No Bills Considered

Committee meeting was reported out: Thursday, February 15, 2007 4:34:50PM

# DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION FY 2007-08 - Amended Legislative Budget Request

Division - Issue Title		FTE	Category	Amount	Comments
SERVICE OPERATIONS - LICENSING & CALL CENTER					
1 Service Operations - Applications Section of the Central Intake Unit	11.0	Salary & Benefits	\$458,098	This request is for the conversion of nine Other Personal Services (OPS) positions to Full Time Equivalency (FTE) positions to reduce the turnover rate and add two additional positions to meet increased workload demands. This is the department's central unit responsible for application review and licensing activities. They process approximately 290,000 applications per year many under the statutorily required 30 day time-frame, renew 470,000 licenses and update 470,000 records.	
		OPS	(\$215,550)		
		Expense	\$19,830		
		OCO	\$2,600		
		HR	\$4,411		
		TOTAL	\$269,389		
2 Service Operations - Implementation of a 1-800 Telephone Number	7.0	Salary & Benefits	\$276,337	Reinstatement a toll-free telephone number to provided for callers accessing the department through the centralized Customer Contact Center. Requests 7 positions for the anticipated increase in the volume of calls.	
		Expense	\$913,025		
		OCO	\$9,100		
		HR	\$2,807		
		TOTAL	\$1,201,269		
3 Service Operations - Increase Salaries in Call Center and Central Intake	0.0	Salary & Benefits	\$544,629	The Department seeks to increase the salaries of Regulatory Specialist positions within the Customer Contact Center and the Central Intake Unit in order to attract and retain employees who will provide excellent customer service.	
		TOTAL	\$544,629		
4 Service Operations - Quality Assurance Team	3.0	Salary & Benefits	\$142,693	This issue requests an additional three positions in the Customer Contact Center - Quality Assurance Unit to improve the quality of the Contact Center's interaction with individuals who are licensed by the Department. The central call center handles over 1M calls per year in regards to the diverse business entities and professions regulated by the department. This team is responsible for training, monitoring calls and answering e-mails coming into the department.	
		Expense	\$29,745		
		OCO	\$3,900		
		HR	\$1,203		
		TOTAL	\$177,541		
DEPARTMENT-WIDE DOCUMENT MANAGEMENT SYSTEM					
5 Document Management System	0.0	Qualified Expenditures	\$2,400,000	Year 2 of multi-year Department-wide Document Management Project	
HOTELS & RESTAURANTS - FOOD & LODGING					
6 Hotels and Restaurants/Bureau of Sanitation and Safety - Meet Statutory Inspection Requirements	54.0	Salary & Benefits	\$2,667,823	Additional positions in the Division of Hotels and Restaurants to meet demands of growth in the Hotel and Restaurant industry in Florida, will bring the division into compliance with statutorily required minimum inspection schedules. The division is currently projected to complete only 84% of the 178,000 required inspections in FY 2006-07. Requests 36 inspectors, 9 field supervisors, 8 administrative positions and 1 Assistant Bureau Chief (Bureau will have a staff of 284).	
		Expense	\$551,339		
		OCO	\$70,200		
		Motor Vehicles	\$675,000		
		Operation of MV	\$135,000		
		HR	\$21,654		
	TOTAL	\$4,121,016			
7 Office of the General Counsel - Legal Support for Hotels and Restaurants	3.0	Salary & Benefits	\$189,334	Due to continued growth in the hotel and food industries, coupled with the requested increase in inspection personnel, additional legal resources (2 Senior Attorneys and an Admin Assist) are needed in the Office of the General Counsel. The Counsel provides legal advise and prosecution services for complaints against restaurants, hotels, elevators, and escalators that are not in compliance with safety and sanitation requirements..	
		Expense	\$42,248		
		OCO	\$3,900		
		HR	\$1,203		
		TOTAL	\$236,685		

Division - Issue Title	FTE	Category	Amount	Comments
8 Hotels and Restaurants - Increase Inspector Salaries	0.0	Salary & Benefits	\$835,171	Increase starting salaries and salary increases to attract a larger and more qualified candidate pool for hiring and for retention of food and lodging inspectors to allow the department to better meet statutory inspection requirements. Also requests a decrease in the salary lapse to support full employment.
		TOTAL	\$835,171	
9 Hotels and Restaurants/Bureau of Field Services - Workload	3.0	Salary & Benefits	\$142,852	Three positions in the Division of Hotels and Restaurants Bureau of Field Services to meet increased workload to settle complaints against licensees, and to assist with more complex calls which can not be handled by the Customer Contact Center. 1 Settlement Officer, 1 Operations Analyst and 1 Admin Assistant
		Expense	\$28,033	
		OCO	\$3,900	
		HR	\$1,203	
		TOTAL	\$175,988	
<b>HOTELS &amp; RESTAURANTS -ELEVATOR SAFETY</b>				
10 Hotels and Restaurants/Elevator Safety - Workload and Program Enhancements	7.0	Salary & Benefits	\$371,801	Additional positions in the Elevator Safety program to meet demands of constant growth in the number of elevator and vertical conveyance devices requiring licensing and inspections, provide greater oversight of private inspectors and compliance with inspection requirements, and address the concerns of the Auditor General's Report in 2005. Each year approximately 20% of the overall elevator population is remiss in either paying license fees or having a certified inspector perform an annual safety inspection on a timely basis. The number of units has increased by 16% in the past two years. Requests 4 inspectors and 3 administrative positions.
		Expense	\$24,269	
		OCO	\$9,100	
		Motor Vehicles	\$60,000	
		Operation of MV	\$12,000	
		Contract Svcs	\$90,000	
		HR	\$2,807	
		TOTAL	\$609,977	
11 Hotels and Restaurants/Elevator Safety - Salary Increases	0.0	Salary & Benefits	\$136,913	Increased starting salaries and salary increases to attract qualified candidates for hiring and for retaining elevator safety inspectors to allow the department to better meet statutory monitoring and inspection requirements.
		TOTAL	\$136,913	
<b>REGULATION OF PROFESSIONS</b>				
12 Office of the General Counsel - Attorney and OPS Legal Support Due to Hurricane-Related Construction Workload Increases	1.0	Salary & Benefits	\$72,620	The number of legally-sufficient construction cases has risen consistently. This increase, combined with the addition of more than 7K hurricane-related construction cases in FY 2004-05 and FY 2005-06, has inundated the construction section. In FY 2001-02 there were 1,870 legally sufficient construction cases increasing by 63% to 3,051 in FY 03-04. In FY 05-06 the section received 9,906 cases. Without additional resources these cases will result in a growing backlog.
		Expense	\$12,965	
		OCO	\$9,915	
		OCO	\$1,300	
		Contact legal serv	\$1,497,701	
		HR	\$401	
		TOTAL	\$1,594,902	
13 Division of Real Estate - Workload	5.0	Salary & Benefits	\$229,782	Meet the workload demands in the Division of Real Estate due to the increased number of licensees. There are currently over 355,000 real estate professionals, real property appraisers, real estate schools and instructors. The division provides administrative support to the Board of Real Estate Appraisers and the Real Estate Commission. This issue requests 3 investigators and 2 regulatory specialists and OPS funds support 3 additional positions to assist with the current backlog.
		OPS	\$93,993	
		Expense	\$49,575	
		OCO	\$6,500	
		HR	\$2,005	
		Vehicle purchase	\$45,000	
		Vehicle maint.	\$9,000	
		TOTAL	\$435,855	
14 Division of Regulation - Workload	3.0	Salary & Benefits	\$207,395	The Division of Regulation requests three (3) additional positions to assist in the increased regulatory workload in complaint handling, investigations, and inspections resulting from increasing licensees primarily in the construction industry and field of cosmetology and increased unlicensed activity as a result of construction increases and hurricane recovery efforts. The number of investigations has increased 60% since FY 2003-04 up to 6,545. Required inspections have increased to 1,639 per inspector and with the additional growth we will not meet the statutory requirements without additional staff.
		Expense	\$19,467	
		OCO	\$3,900	
		Vehicle purchase	\$43,050	
		Vehicle maint.	\$300	
		HR	\$1,203	
		TOTAL	\$275,315	

Division - Issue Title	FTE	Category	Amount	Comments
15 Division of Certified Public Accountants - Workload	1.0	Salary & Benefits	\$38,608	Requests an additional position to allow the division to meet the demands due to the increase in the number of licensees in the Division of Certified Public Accounting. The Division is staffed by eight employees and by statute located in Gainesville. While staffing levels have remained constant the number of licensees, exam applicants, endorsements and reactivations has increased significantly.
		Expense	\$9,915	
		OCO	\$1,300	
		HR	\$401	
		<b>TOTAL</b>	<b>\$50,224</b>	
16 Division of Regulation - MMA Statutory Requirement	1.0	Salary & Benefits	\$47,565	Meet the increased workload and cost of Legislation banning the possession of Methyl Methacrylate (MMA) in any licensed cosmetology establishment. The division must initiate an investigation when the use or possession of MMA is suspected. Enforcement of this law requires that samples collected by field staff be tested by an accredited scientific laboratory.
		Expense	\$9,915	
		OCO	\$1,300	
		Vehicle Purchase	\$14,350	
		Vehicle Maint	\$3,000	
		Contract Service	\$48,750	
		HR	\$401	
		<b>TOTAL</b>	<b>\$125,281</b>	
<b>REGULATION OF BUSINESSES</b>				
17 Alcoholic Beverages and Tobacco - Internet Sales	6.0	Salary & Benefits	\$376,851	The division seeks to actively pursue internet sales of alcoholic beverages and tobacco products. This would have an impact on sales to minors and ensure that the appropriate excise taxes are paid. Increased efforts in the internet sales practices will generate additional state revenue from lost tax collection. Three law enforcement officers and three tax auditors would be used to more effectively enforce state laws and tax collection as applicable to internet sales of alcoholic beverages and tobacco products.
		OPS	\$1,314	
		Expense	\$162,319	
		OCO	\$22,494	
		Motor Vehicles	\$54,000	
		Operation of MV	\$10,500	
		HR	\$2,406	
		<b>TOTAL</b>	<b>\$629,884</b>	
18 Alcoholic Beverages and Tobacco - Price Level Increase	0.0	Operation of MV	\$153,984	The division had experienced significant increases in gasoline costs and private sector rent over the last 5 years.
		<b>TOTAL</b>	<b>\$153,984</b>	
19 Part-Mutuel Wagering - Slot Operations Contracted Services	0.0	Contract Svcs	\$340,000	Continue \$340K in the Contracted Services category for slot machine regulation to contract for slot machine industry training and independent testing laboratory and consultant and legal services.
		<b>TOTAL</b>	<b>\$340,000</b>	
20 Part-Mutuel Wagering - Slot Operations Investigators	2.0	Salary & Benefits	\$98,079	Two additional positions are needed to meet anticipated workload in slot operation investigations. The Division was authorized two investigative positions in the slot budget entry. Due to current workload experience anticipates the need for 1 per facility. In the first 5 months of slot operations the division has investigated 217 cases. Responsibilities include investigating license applicants, handling complaints for the public against slot facilities and their licensed employees and potential violations of statutes and rules.
		Expense	\$19,830	
		OCO	\$2,600	
		Motor Vehicles	\$30,000	
		Operation of MV	\$6,000	
		HR	\$802	
		<b>TOTAL</b>	<b>\$157,311</b>	
21 Part-Mutuel Wagering - Cardroom Administration	1.0	Salary & Benefits	\$62,463	An additional Cardroom Administrator is needed due to the increasing utilization of cardrooms in licensed part-mutuel facilities. Since the FY 2000-01 the number of cardrooms operating at part-mutuel facilities has increased from 11 to 18 resulting in an additional 1,463 annual cardroom operating days and a \$4.1 million increase in annual cardroom revenue.
		Expense	\$9,915	
		OCO	\$1,300	
		HR	\$401	
		<b>TOTAL</b>	<b>\$74,079</b>	

Division - Issue Title	FTE	Category	Amount	Comments
22 Land Sales Condominiums and Mobile Homes - Revenue Management Section	1.0	Salary & Benefits Expense OCO HR TOTAL	\$43,404 \$8,203 \$1,300 \$401 \$53,308	To allow the revenue section of the Division of Land Sales, Condominiums and Mobile Homes to continue timely processing of receipts and perform other revenue management functions an additional Administrative Assistant II position is requested.
23 Land Sales - Homeowners' Association Arbitration/Mediation Program and Compliance	3.0	Salary & Benefits OPS Expense OCO HR TOTAL	\$118,144 (\$60,689) \$24,609 \$3,900 \$1,203 \$87,167	Provide staff for the Homeowners' Association (HOA) Arbitration and Mediation Program. Only OPS funding had been provided for the program. Since the inception of the program the number of petitions filed has grown from 144 in 2004, to 1,020 in 2005 and 1,170 in 2006. Full time permanent staff is needed for administration of the program.
24 Office of the General Counsel -Attorney For Increased Land Sales Workload	1.0	Salary & Benefits Expense OCO HR TOTAL	\$72,558 \$9,915 \$1,300 \$401 \$84,174	The Land Sales section of the Office of the General Counsel has seen significant workload increases due to the rising number of condominium units and subsequent complaints, and requests for Declaratory Statements. In 2006 319 new cases were opened with 62 pending from the prior year (a 24% increase). There are over 3.8M condominium units/timeshare period/lots each of these regulated parties may file a complaint or request a declaratory statement. This request is for a Senior Attorney position.
25 Alcoholic Beverages and Tobacco - Identifying Contributors to Alcohol Related Events (ICARE) Program	6.0	Salary & Benefits OPS Expense OCO Motor Vehicles Operation of MV Overtime HR TOTAL	\$425,319 \$100,628 \$162,319 \$22,494 \$108,000 \$21,000 \$17,150 \$2,406 \$859,316	Continue a new program for Identifying Contributors to Alcohol Related Events (ICARE). The focus is on identifying business and individual responsible for providing alcohol to minors who end up in accidents at times with fatal consequences. The division has begun the program this year with existing law enforcement staff and has applied for federal funding to expand the program and provide full time staffing for these investigations.
<b>CUSTOMER SERVICE - ADMINISTRATIVE</b>				
26 Service Operations - Public Records Requests	2.0	Salary & Benefits Expense OCO HR TOTAL	\$77,116 \$18,118 \$2,600 \$802 \$98,636	In Fiscal Year 2004-05, the Central Intake Unit invested approximately 3,915 hours processing public record requests; in Fiscal Year 2005-06, 3,255 hours were spent processing these requests. These hours included tasks associated with researching the department's Single Licensing System, microfilm, and permanent records, and copying, redacting, and invoicing. To prevent errors in the information being retrieved and insure the elimination of exempted information staff must be specifically assigned to this task and trained in the proper processing procedures. The department is currently re-tasking individuals responsible for processing license applications in order to respond to public records requests.
27 Office of the General Counsel - Administrative Support Staff for Agency Clerk's Office	2.0	Salary & Benefits Expense OCO HR TOTAL	\$89,877 \$16,406 \$2,600 \$802 \$109,685	The Agency Clerk's Office is responsible for recording all Final Orders, recording all variance and waivers, compiling reports for the Legislature, service of process by publication, custodian of records functions (preparing appellate record) and public records requests. The growth in all regulatory areas of the department has a workload impact on the functions handled by the Agency Clerk and 2 additional administrative positions are requested.
28 Office of the General Counsel - Outsource Service of Process	0.0	Contracted Services TOTAL	\$25,280 \$25,280	Currently, investigators within the Division of Regulation provide personal process service to individuals licensed by the department. The number of processes has increased as has the investigative workload in the Division of Regulation. The service of process is not a good use of the investigators time and the department would like to outsource the service in this areas as is done in other divisions.

Division - Issue Title	FTE	Category	Amount	Comments
29 Department-wide - Acquisition of Motor Vehicle Needs	0.0	Regulation Hotels and Rest AB & T	\$766,300 \$843,850 \$513,706	Replace vehicles with over 100,000 miles and at least 7 years old. The department has a fleet of 500 vehicles and a recurring replace appropriation of only \$340,446 which provides for replacing 17 vehicles per year or 3.5% of the fleet allowing vehicles to be replaced every 28.5 years.
<b>TECHNICAL/REALIGNMENTS/STATUTORY</b>		<b>DEPT TOTAL</b>	<b>\$2,123,856</b>	
30 Florida State Boxing Commission	Net Zero		Net Zero	Transfer the Boxing Commission Budget from the Administrative Program to the Professional Regulation Program to allow for better fiscal management.
31 Information Technology/Benefit-Share Payment	0.0	Technology solutions	(\$2,993,434)	Eliminate all budget authority in the benefit-share appropriation category. Payments under the contract with Accenture based on shared savings have been completed.
32 Information Technology/Increase in Application Management Contract	0.0	Main/Supp/Single License Sys	\$1,090,000	Application management fee of \$,41/account/month based on accounts maintained in License Ease through December 2008. Additional nonrecurring budget authority is needed due to the continued increase in the number of licenses.
33 Department-wide - Eliminate Service Operations Double-Budget Category	0.0		(\$11,150,955)	The Customer Contact Center and Central Intake Unit are funded through the transfer of funds from various program areas via an operating appropriation category contained in the GAA. The request would move the transfer authority to the non-operating budget.
34 Par-Mutuel Wagering - Adjust Transfer to FDLE for Slot Investigations	0.0		\$120,059	Increases the transfer to FDLE for slot operations in an amount which covers all salary, retirement, and health insurance increases approved in FY 2006-07.
35 Alcoholic Beverages and Tobacco - Cigarette Tax Stamps	0.0		\$325,255	Volume and contract increase for purchase of cigarette tax stamps which the department must purchase and distribute to distributors of tobacco products as proof of the excise tax being paid.
36 Alcoholic Beverages and Tobacco - Inactive Quota License Collections	0.0		\$143,509	There are currently 91 Quota Licenses that are inactive, for which renewal fees aren't being paid. The owners of 52 inactive licenses cannot be located and their failure to pay renewals cost the State of Florida \$93,443 in lost revenue annually.
37 Land Sales - Mobile Home Relocation Corporation	0.0		\$2,350,000	Florida Mobile Home Relocation Corporation transfer of cash
38 Par-Mutuel Wagering - Combine Budget Entities	Net Zero		Net Zero	The PMW - Compliance and Enforcement budget entity is comprised of 11 FTE and \$3 million, the Standards and Licensure entity 30 FTE and \$5 million, and the Tax Collection entity 21 FTE and \$2.2 million.

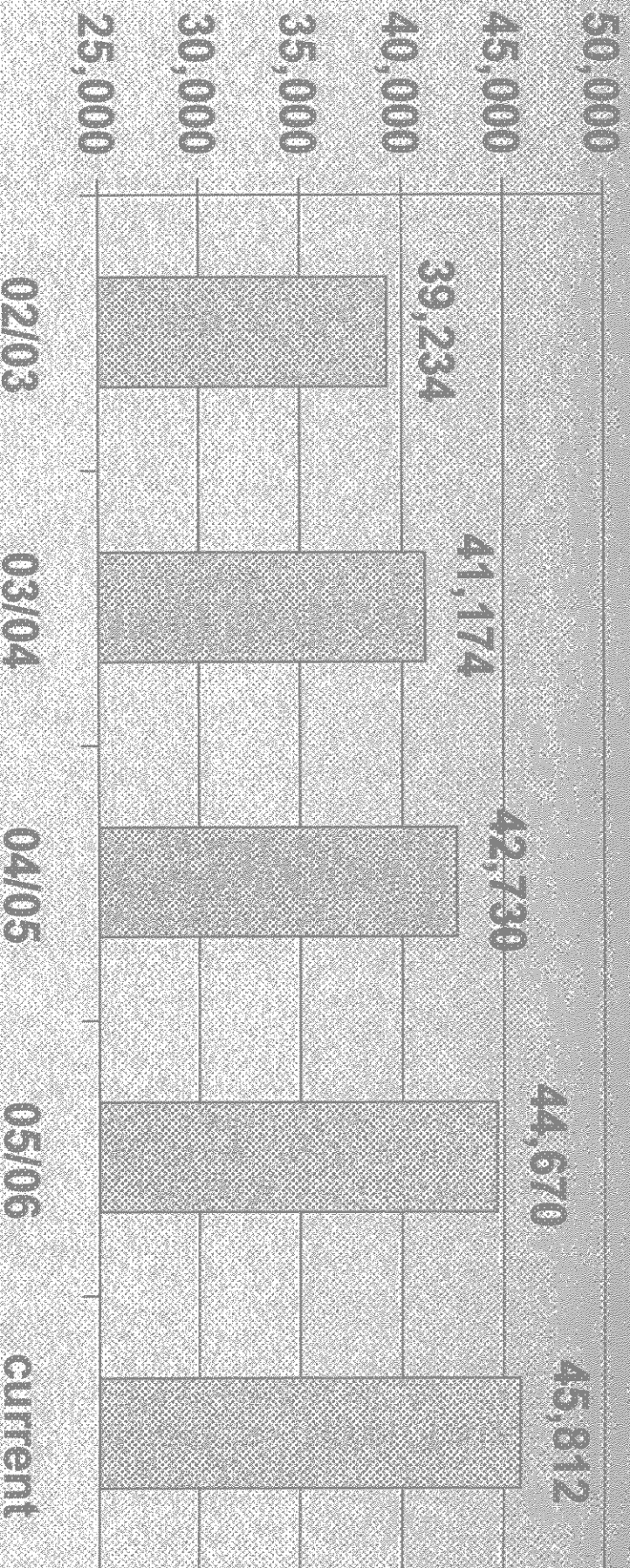


- **Program authority:** Chapter 399, F.S. and 61C-5 FAC
- **Technical and Elevator Safety Code National Standards:** American Society of Mechanical Engineers (ASME) A-17
- **“Elevator”** means most vertical transportation conveyances, and includes escalators, moving walkways and wheelchair lifts



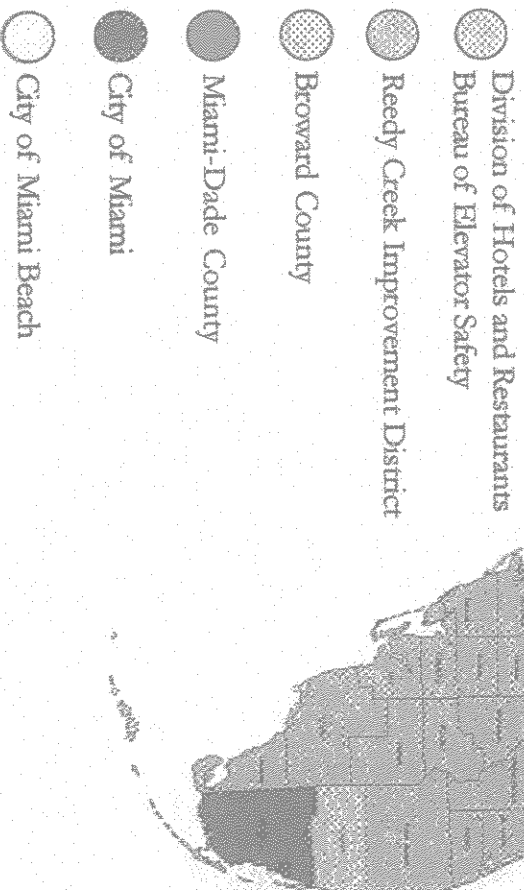
# Number of BES Licensed Elevators

17% Growth Since FY 2002/2003





# Elevator Jurisdictions



February 15, 2001

## Five Contracted Jurisdictions

The Bureau has contract monitoring and oversight responsibilities for five contracted jurisdictions that includes an additional 22,200 licensed elevators

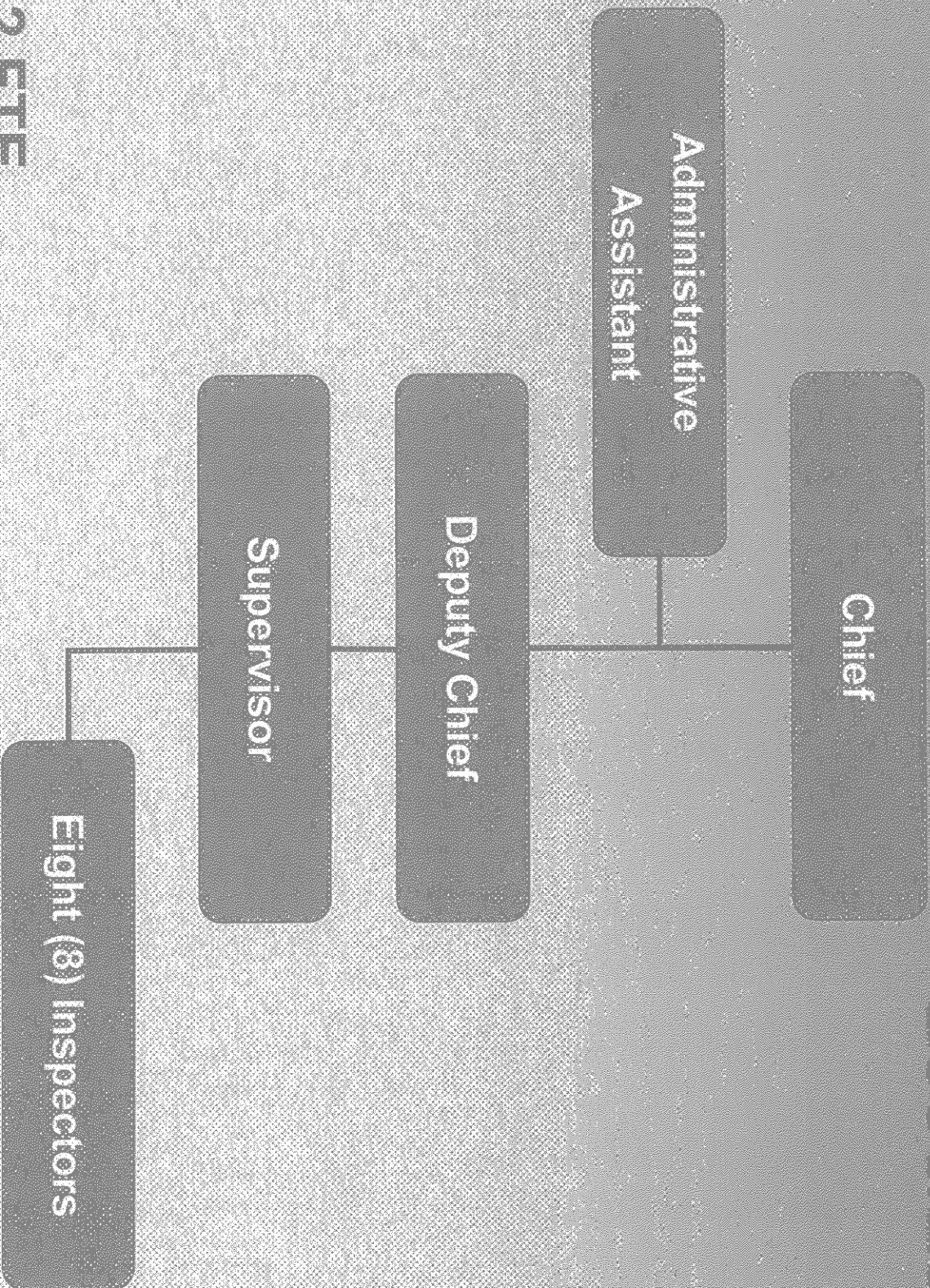
## **Current Bureau Functions**

- Licensing of elevators (45,812 elevators)
- Monitoring of 5 contracted jurisdictions (22,200 elevators)
- Registration of elevator companies (198 companies)
- Registration of certified elevator inspectors (285)
- Issuance of certificates of competency (1,445)
- **FY 2005/06 activity statistics**
  - Accident tracking (503)
  - Issuance of construction and alteration permits (4,544)
  - Oversight of third party inspections (2,564)
  - Enforcement (Cases = 224)



Department of **Business & Professional Regulation**

**Bureau Staffing**  
**2006/2007**





## **Inspector FTE Authorized July 2006**

### **• Recruitment Challenges**

- July 2006 positions advertised in People First at \$38,874.94 (25% above base)
  - Due to no response - positions reposted for continuous 6-month period to draw from an expanded applicant pool
  - Two qualified applicants did not accept offers due to salary
  - People First link sent to union halls in 7 southern states as well as Mobile, Jacksonville, Orlando, Tampa & Miami regions
  - Positions have been posted in 2 separate stakeholder newsletters and the State Elevator Industry Association website.
  - Currently posted on-line for 90-days & in monthly national elevator publication for 3 months
- ### **• Current Plan Under Consideration**
- Request reclassification and appropriate salary adjustment to address recruitment challenges



Inspection oversight and contract monitoring procedures were in need of improvement

- **Efficiencies since the audit:**
  - Improved inspection oversight activities implemented statewide in July 2005
  - Developed inspector policies and procedures manual
  - Designed new inspection form that also serves as order to correct
  - On-line submittal of inspection results



Certified Elevator Inspector (CEI) licensure records did not always contain evidence that all licensure requirements had been met

- **Efficiencies since the audit:**
  - Initiated review of CEI licensure records for proper retention and file management
  - Technology utilized to reject inspection reports submitted by expired CEI's
  - Streamlined renewal process to ensure record requirements are met



## **Finding**

### Significant data reliability and processing issues

- **Efficiencies since the audit:**

- Improved On-line access to licensing records, fee payments, permit processing, and professional credential information
- Accept inspection submittals over the Web to reduce human error in record handling
- Implemented strategies to improve licensing data in conjunction with the reduction of outstanding delinquencies (fees, violations, inspections)



Did not timely monitor local governments with delegated regulatory authority, nor had it established a related on-site monitoring methodology, including analysis and follow-up processes

- **Efficiencies since the audit:**
  - Currently monitoring one contracted jurisdiction per quarter in conjunction with coordination meeting
  - Reviewing contracted jurisdiction operations to standardize procedures
  - Developing a model contract for all jurisdictions based on lessons learned from follow-up processes



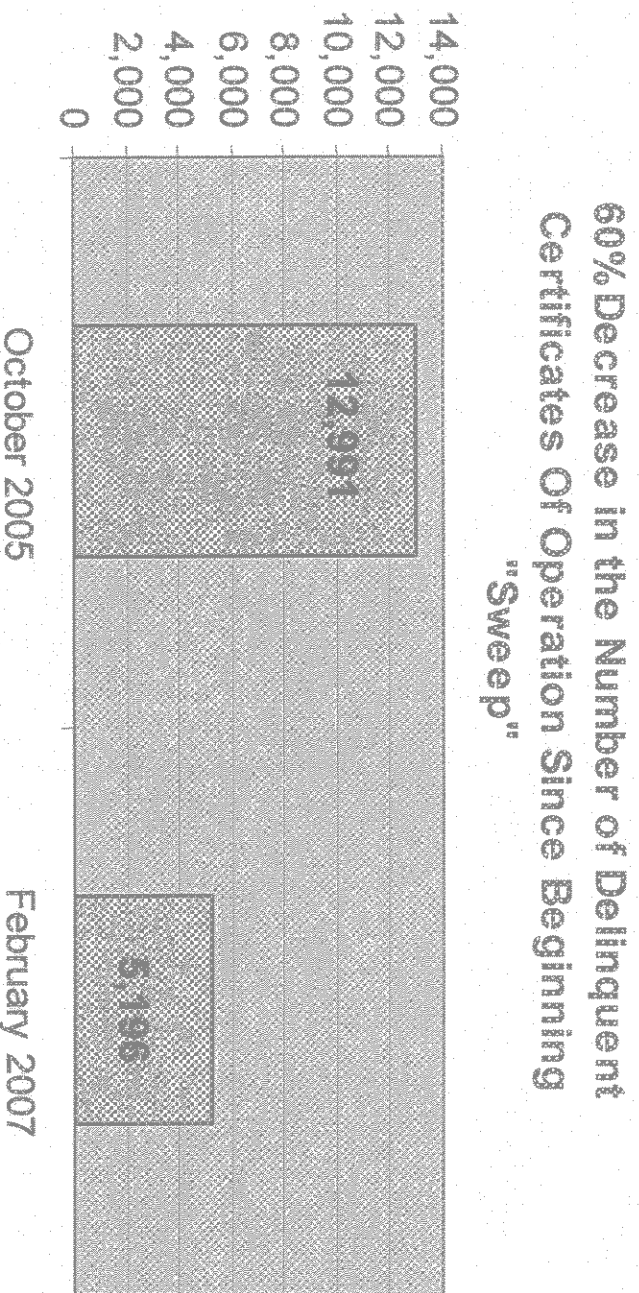
It did not appear that the Department collected all elevator accident reports, and the accident reports that were received were often late and incomplete.

Additionally, the Department did not analyze the accident reports

- **Efficiencies since the audit:**
  - Implemented electronic tracking strategy to improve data accuracy
  - Redesigned accident form to capture additional data to allow trending and analysis of accidents
  - Provided automated function in LicenseEase to track receipt of accident reports

## Current Licensing Status

- In October of 2005, the Bureau of Elevator Safety began a series of two statewide sweeps to ensure elevator certificate compliance and reduce delinquencies.
- Five-months into the 2006 renewal cycle, 88% of the active elevators have current certificates





**Department of Business  
&  
Professional Regulation**



**Division of Hotels and  
Restaurants**

**Bureau of Elevator Safety  
(BES)**

***2007 Program Overview***

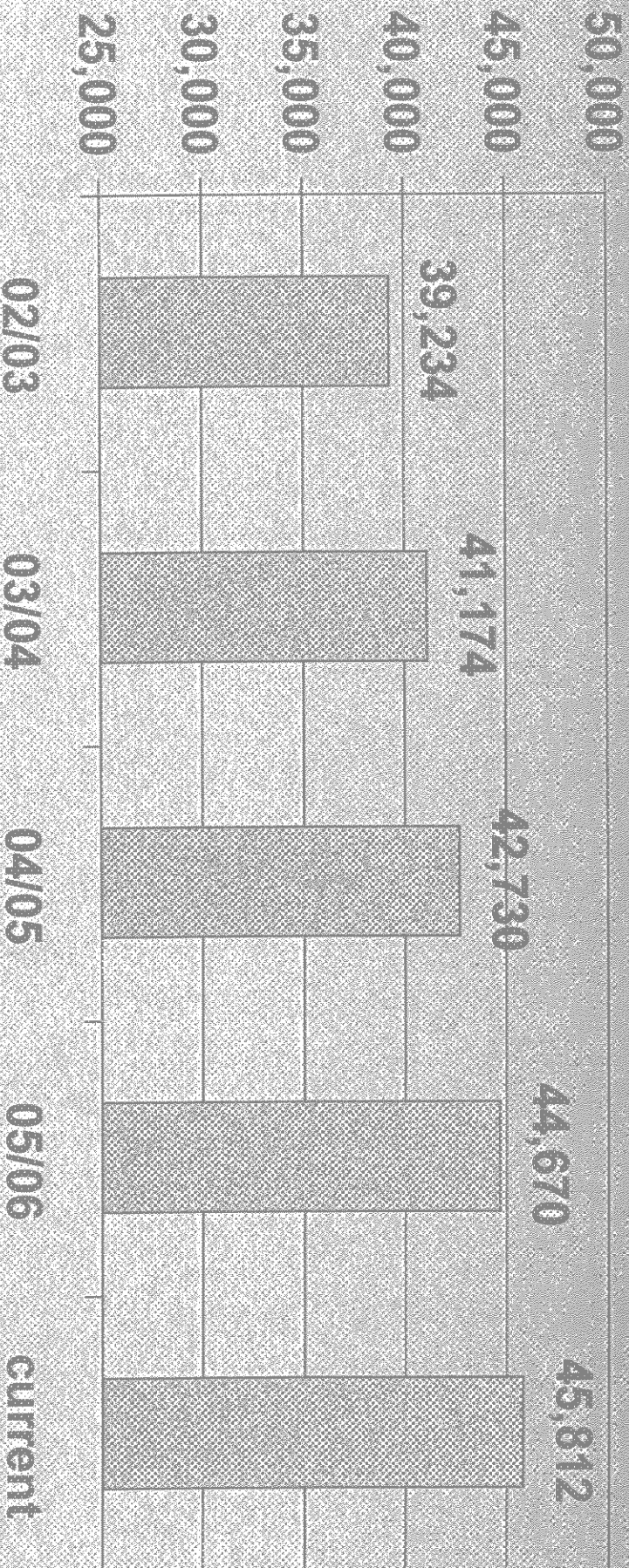


- **Program authority:** Chapter 399, F.S. and 61C-5 FAC
- **Technical and Elevator Safety Code National Standards:** American Society of Mechanical Engineers (ASME) A-17
- **“Elevator”** means most vertical transportation conveyances, and includes escalators, moving walkways and wheelchair lifts

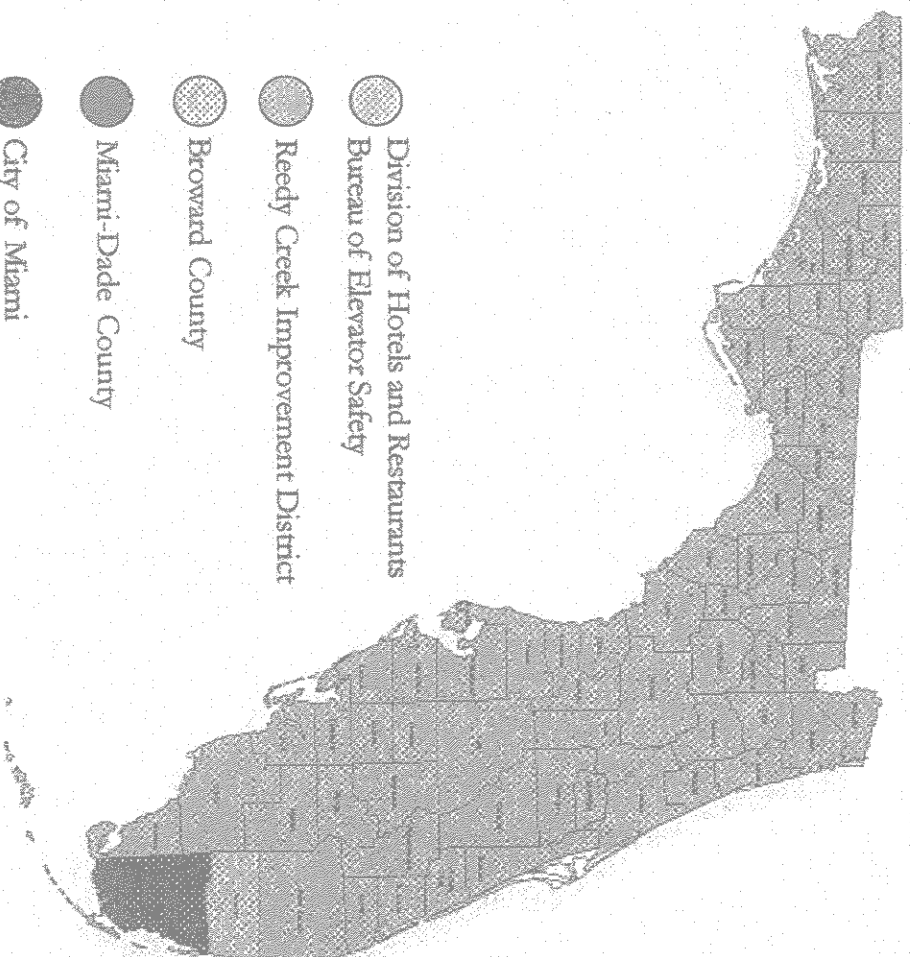


# Number of BES Licensed Elevators

17% Growth Since FY 2002/2003



# Elevator Jurisdictions



○ City of Miami Beach

● City of Miami

● Miami-Dade County

● Broward County

● Reedy Creek Improvement District

● Bureau of Elevator Safety

● Division of Hotels and Restaurants

February 15, 2001

## Five Contracted Jurisdictions

The Bureau has contract monitoring and oversight responsibilities for five contracted jurisdictions that includes an additional 22,200 licensed elevators



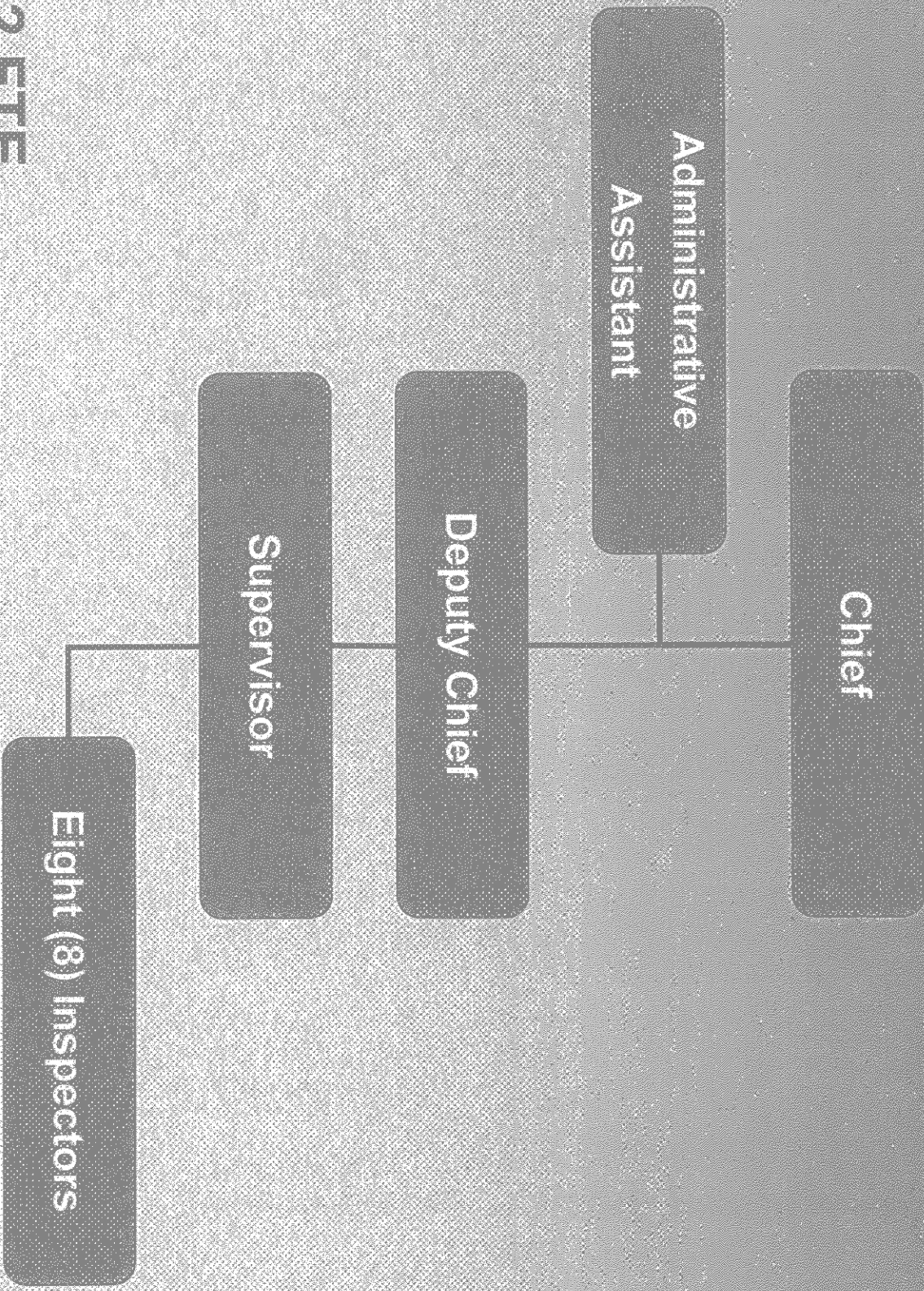
## **Current Bureau Functions**

- Licensing of elevators (45,812 elevators)
- Monitoring of 5 contracted jurisdictions (22,200 elevators)
- Registration of elevator companies (198 companies)
- Registration of certified elevator inspectors (285)
- Issuance of certificates of competency (1,445)
- **FY 2005/06 activity statistics**
  - Accident tracking (503)
  - Issuance of construction and alteration permits (4,544)
  - Oversight of third party inspections (2,564)
  - Enforcement (Cases = 224)



**Department of Business & Professional Regulation**

**Bureau Staffing  
2006/2007**



**12 FTE**



## **Inspector FTE Authorized July 2006**

- **Recruitment Challenges**

- July 2006 positions advertised in People First at \$38,874.94 (25% above base)
- Due to no response - positions reposted for continuous 6-month period to draw from an expanded applicant pool
- Two qualified applicants did not accept offers due to salary
- People First link sent to union halls in 7 southern states as well as Mobile, Jacksonville, Orlando, Tampa & Miami regions
- Positions have been posted in 2 separate stakeholder newsletters and the State Elevator Industry Association website.
- Currently posted on-line for 90-days & in monthly national elevator publication for 3 months

- **Current Plan Under Consideration**

- Request reclassification and appropriate salary adjustment to address recruitment challenges



Inspection oversight and contract monitoring  
procedures were in need of improvement

- **Efficiencies since the audit:**
  - Improved inspection oversight activities implemented statewide in July 2005
  - Developed inspector policies and procedures manual
  - Designed new inspection form that also serves as order to correct
  - On-line submittal of inspection results



Certified Elevator Inspector (CEI) licensure records  
did not always contain evidence that all licensure  
requirements had been met

- **Efficiencies since the audit:**
  - Initiated review of CEI licensure records for proper retention and file management
  - Technology utilized to reject inspection reports submitted by expired CEI's
  - Streamlined renewal process to ensure record requirements are met



## **Finding**

### Significant data reliability and processing issues

- **Efficiencies since the audit:**

- Improved On-line access to licensing records, fee payments, permit processing, and professional credential information
- Accept inspection submittals over the Web to reduce human error in record handling
- Implemented strategies to improve licensing data in conjunction with the reduction of outstanding delinquencies (fees, violations, inspections)



Did not timely monitor local governments with delegated regulatory authority, nor had it established a related on-site monitoring methodology, including analysis and follow-up processes

- **Efficiencies since the audit:**
  - Currently monitoring one contracted jurisdiction per quarter in conjunction with coordination meeting
  - Reviewing contracted jurisdiction operations to standardize procedures
  - Developing a model contract for all jurisdictions based on lessons learned from follow-up processes



It did not appear that the Department collected all elevator accident reports, and the accident reports that were received were often late and incomplete.

Additionally, the Department did not analyze the accident reports

- **Efficiencies since the audit:**
  - Implemented electronic tracking strategy to improve data accuracy
  - Redesigned accident form to capture additional data to allow trending and analysis of accidents
  - Provided automated function in LicenseEase to track receipt of accident reports

## Current Licensing Status

- In October of 2005, the Bureau of Elevator Safety began a series of two statewide sweeps to ensure elevator certificate compliance and reduce delinquencies.
- Five-months into the 2006 renewal cycle, 88% of the active elevators have current certificates

60% Decrease in the Number of Delinquent Certificates Of Operation Since Beginning "Sweep"

